

FIG. 1

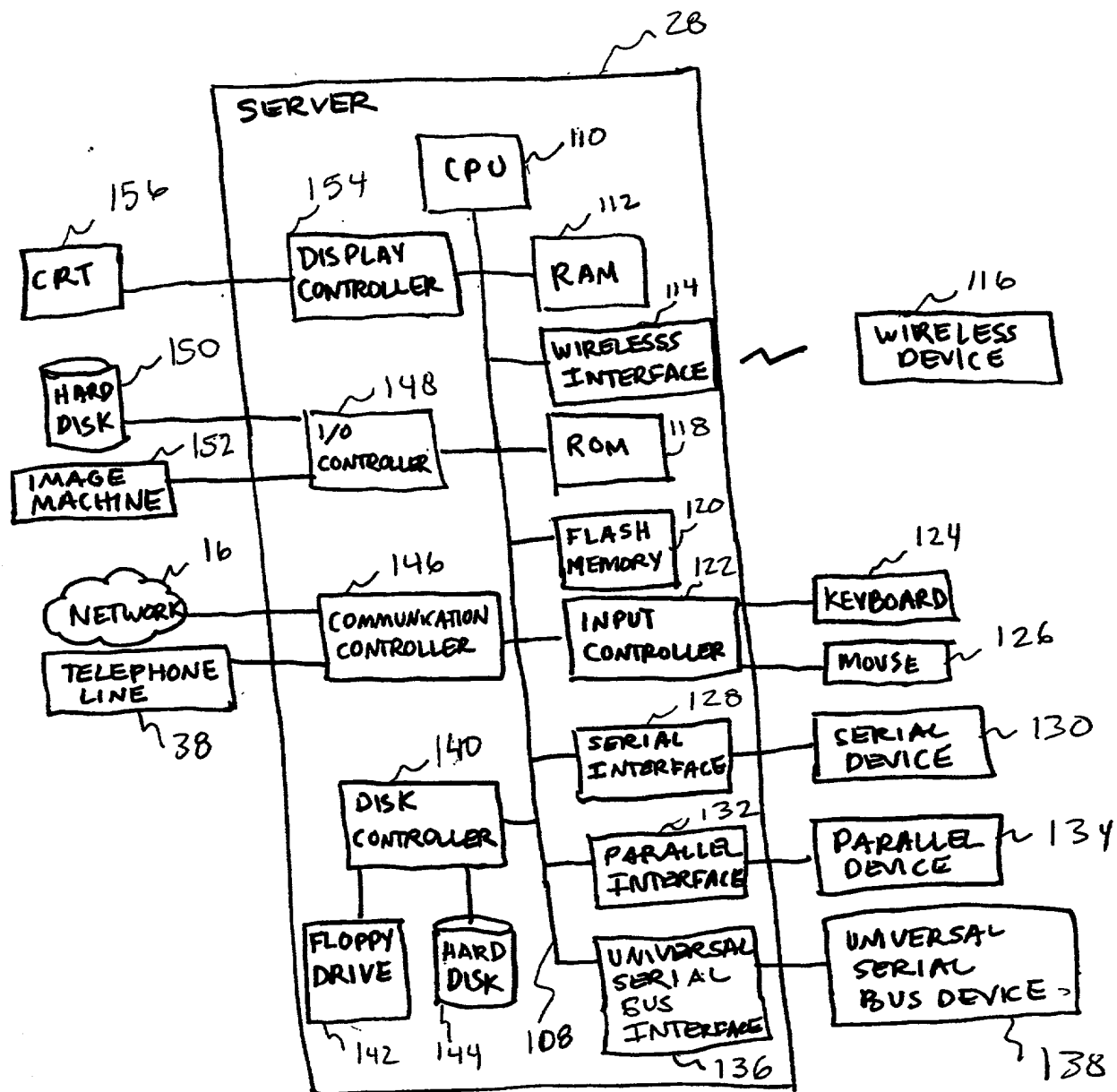


FIG. 2

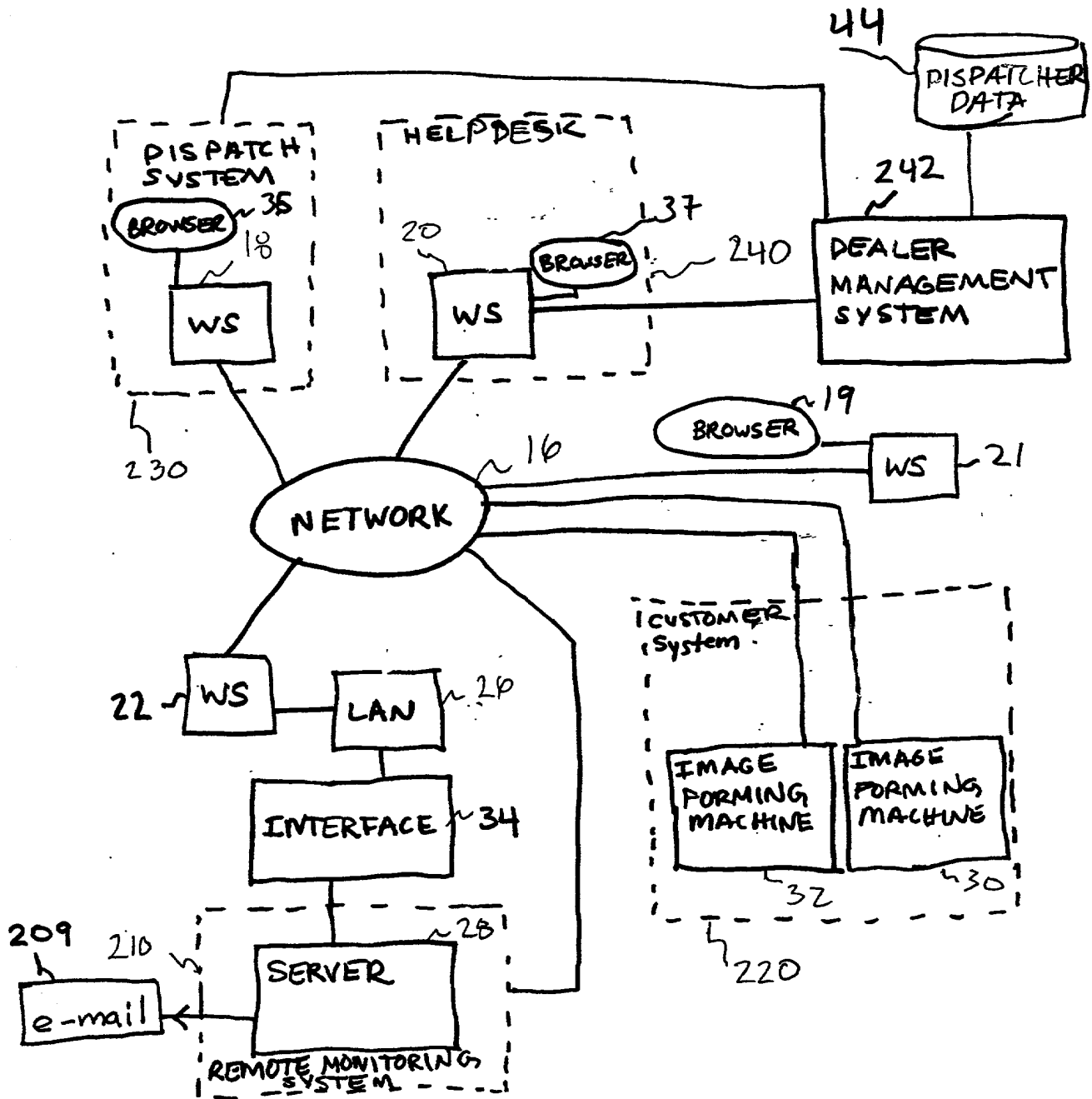


FIG. 3

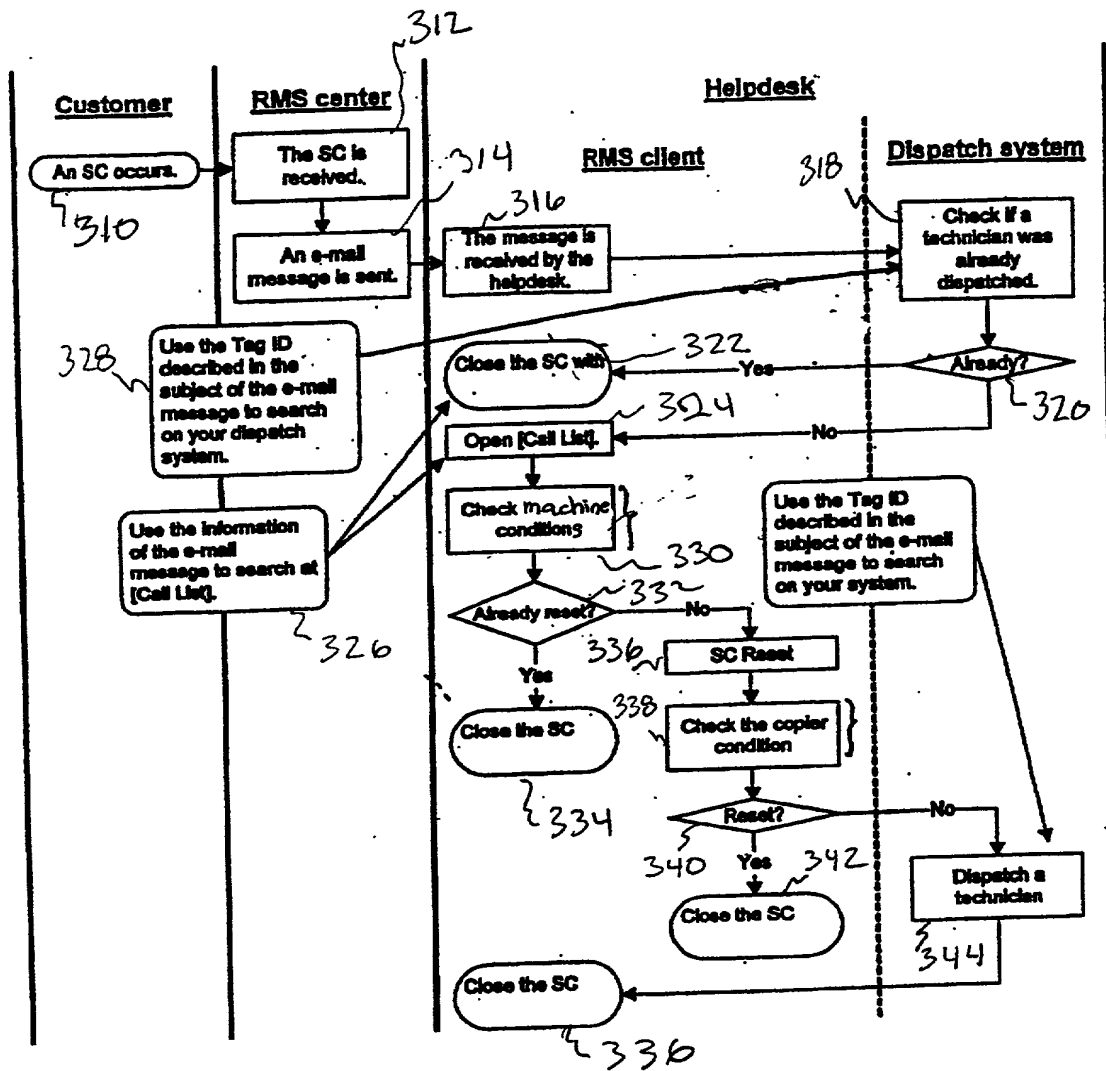


FIG. 4A

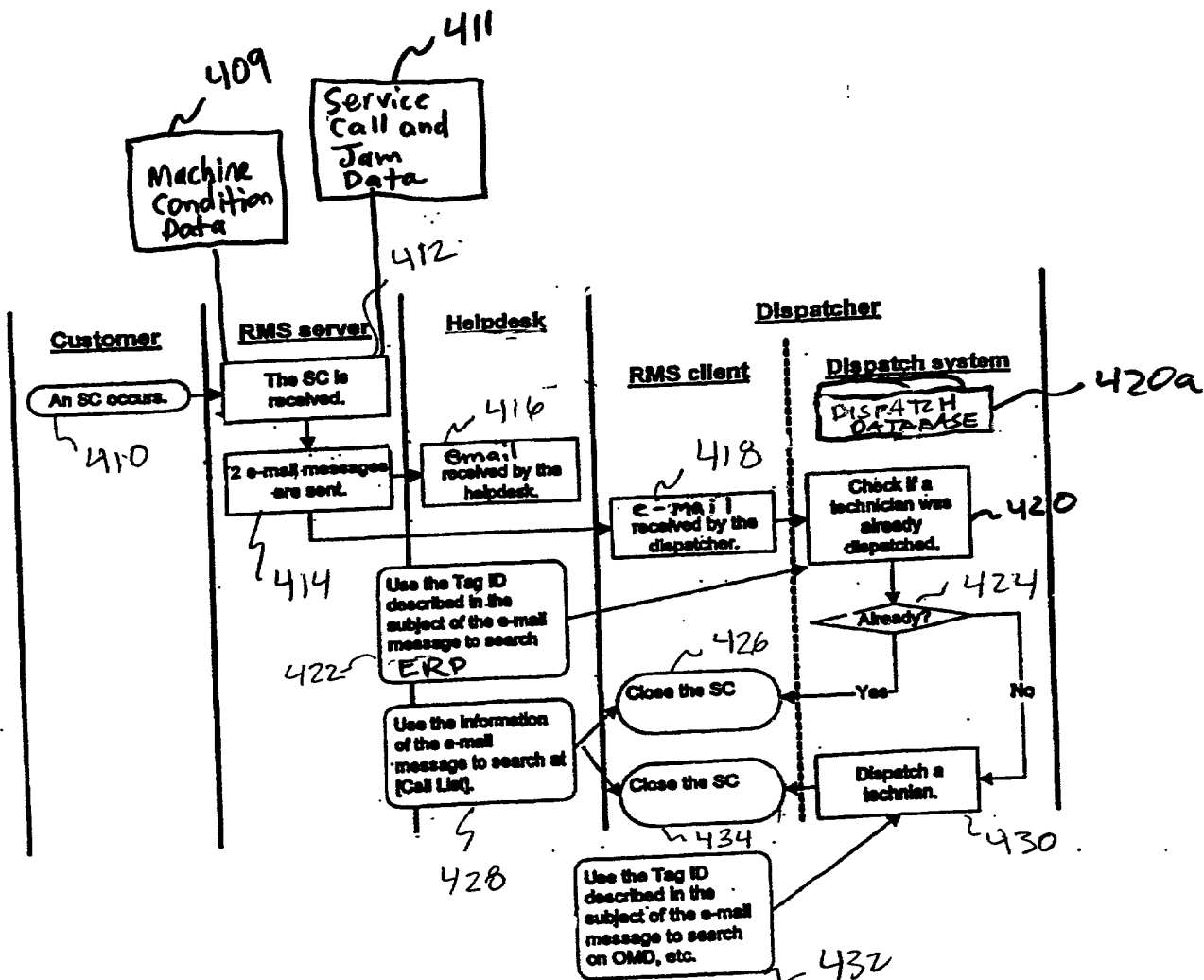


FIG. 4B

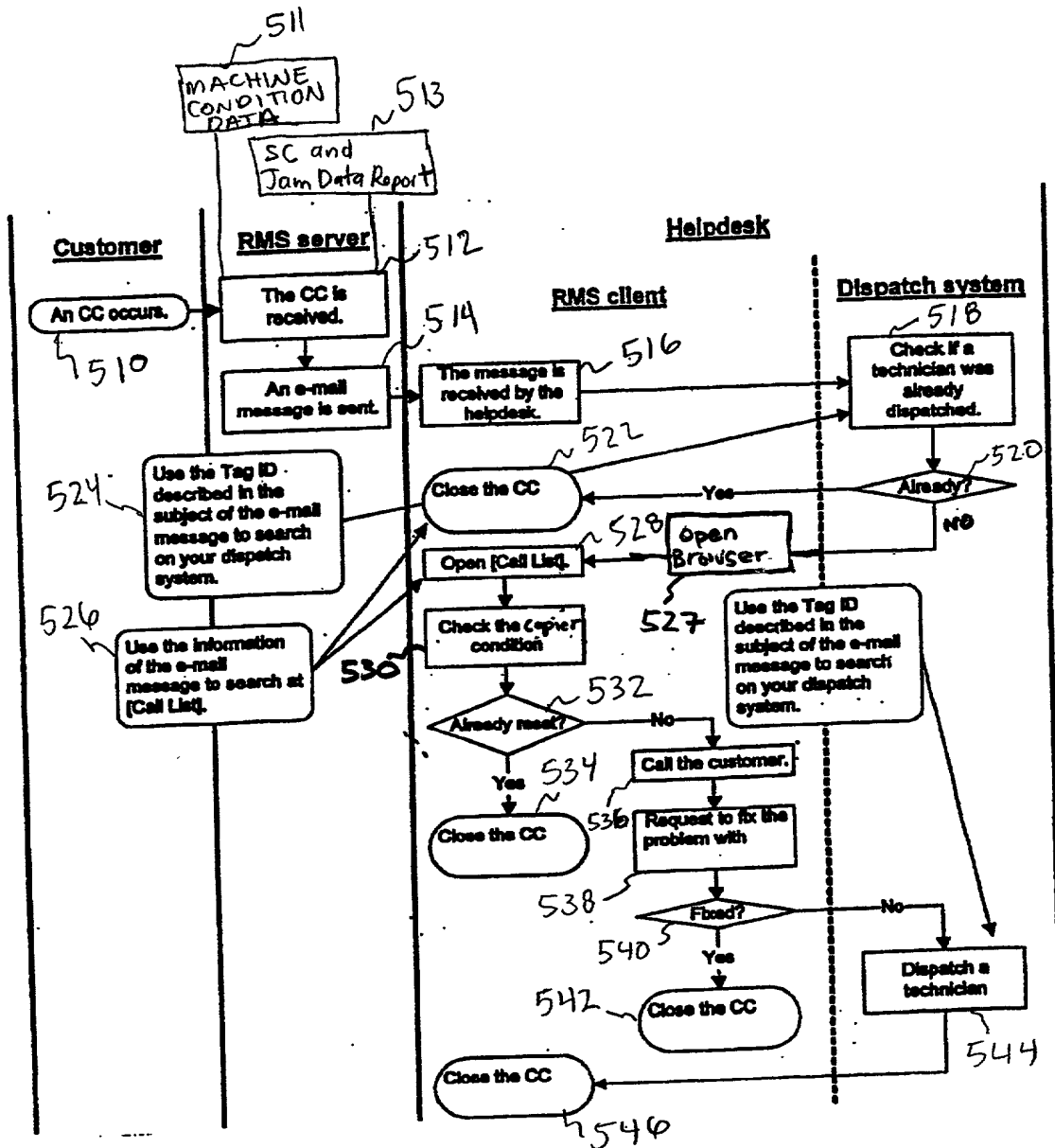


FIG. 4.C

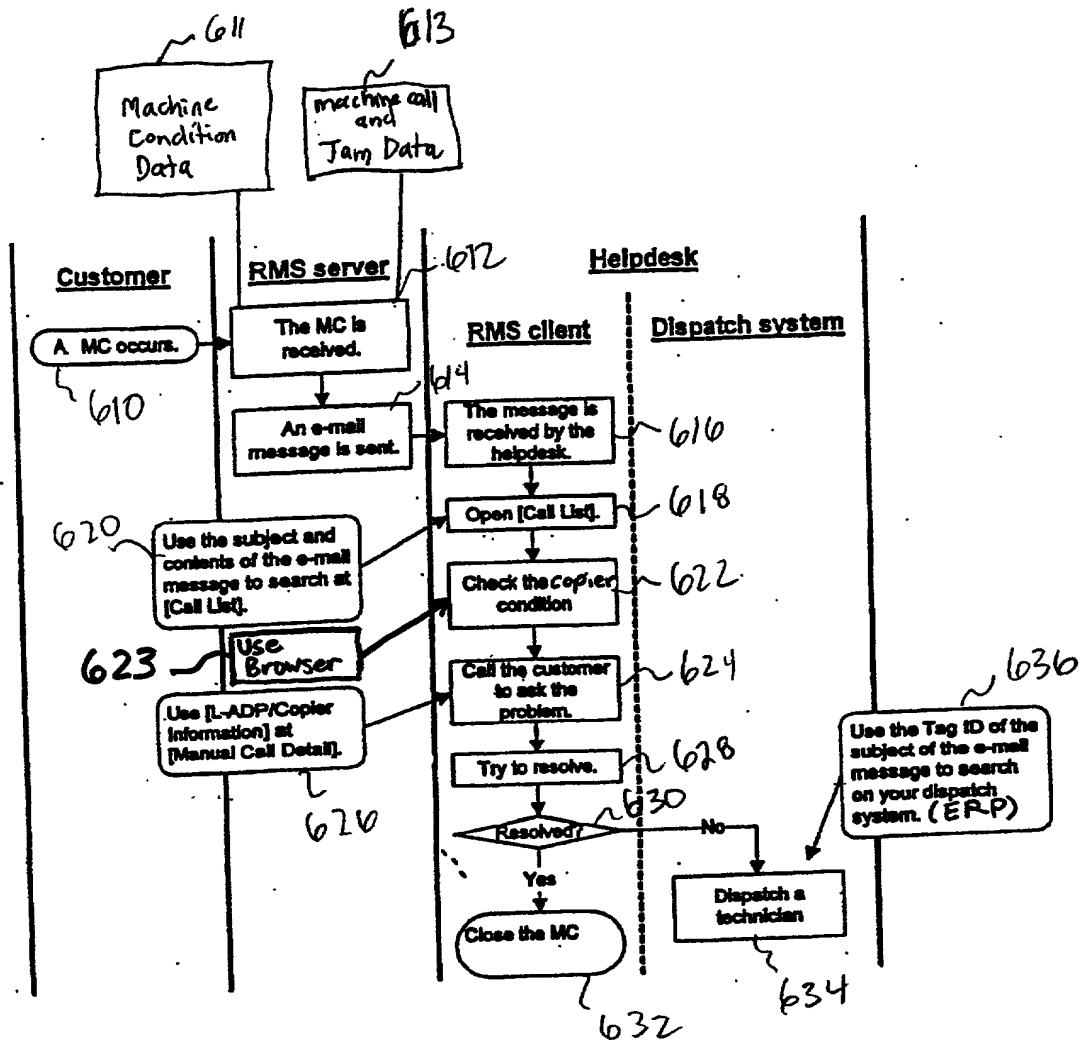


FIG. 4D

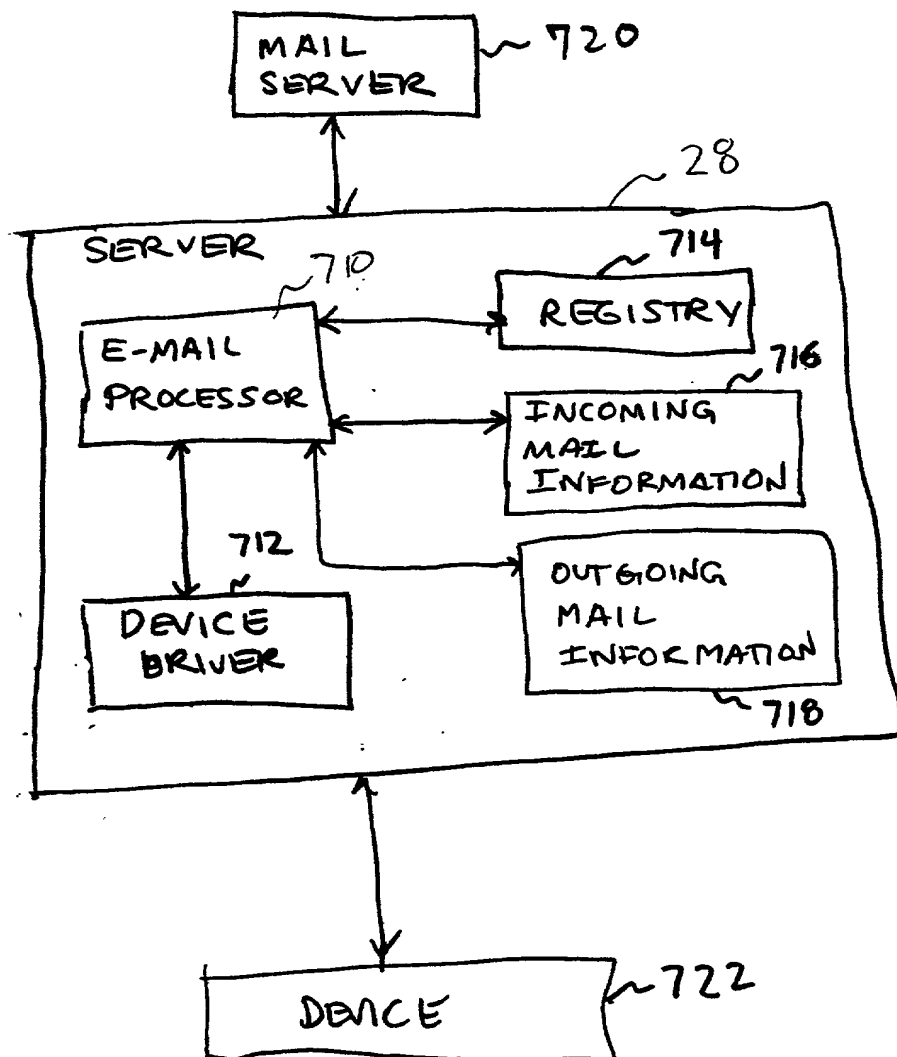


FIG. 5A

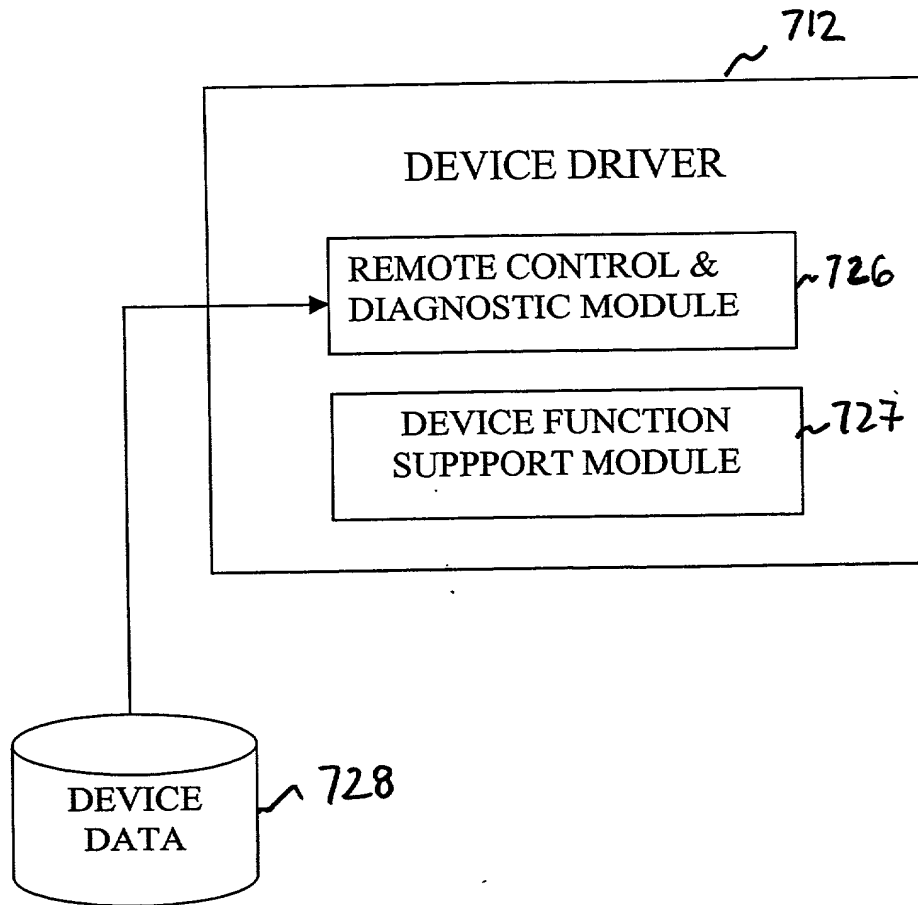


FIG. 5B

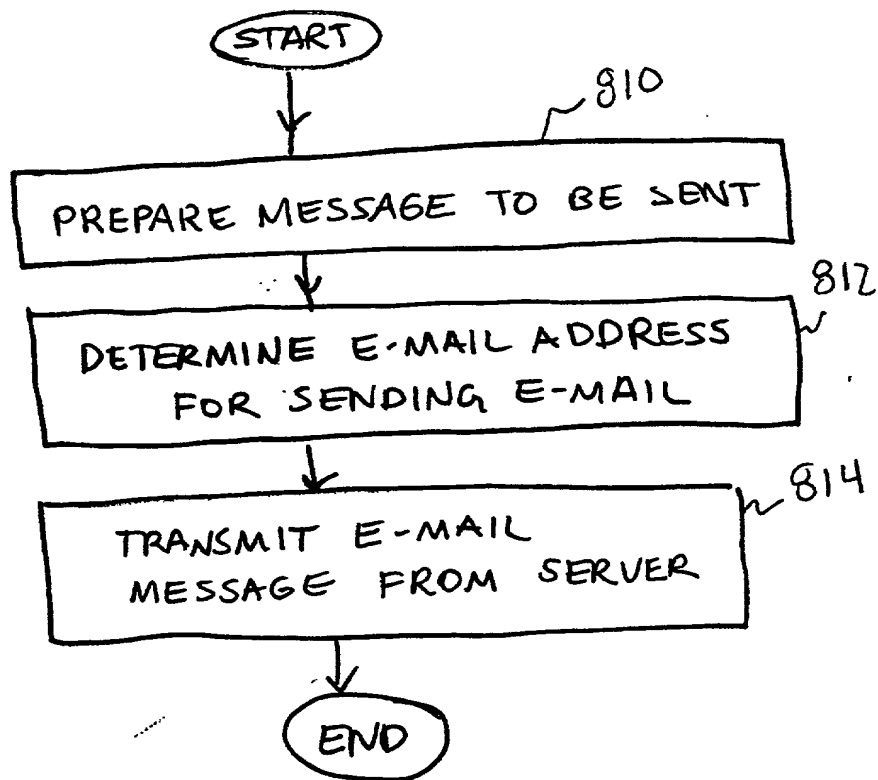


FIG. 6

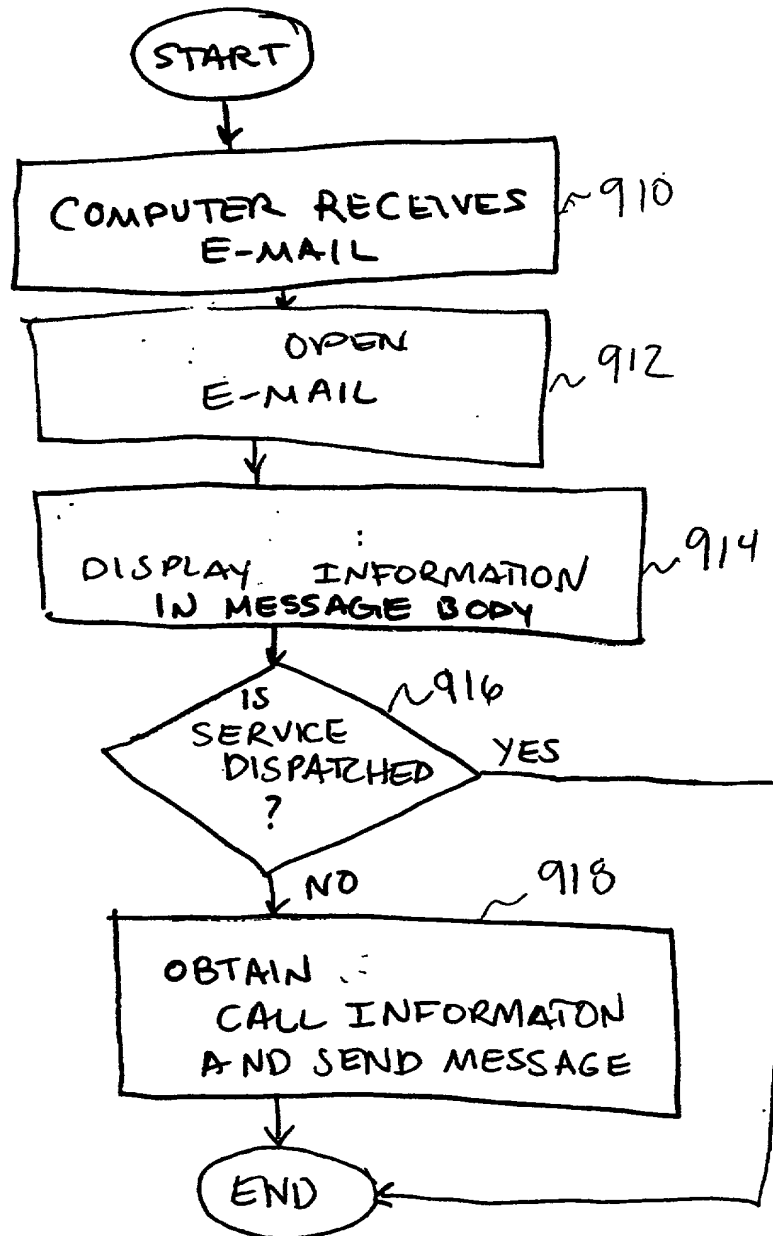


FIG. 7

Address:  
helpdesk@metr8.com

950  
↙

1. Subject:
2. **Machine call (MC);** Received TAG ID#yyyyy
3. Content:
4. Customer name
5. Customer address
6. Customer phone number
7. Model name
8. Copier S/N
9. TAG ID#
10. SC code number
11. Receive date and time

FIG. 8 A

05586384 40304

960



rms@rms

03/01/01 07:28 PM

To: Gregory.Wright@nicoh-usa.com

cc: machine cell

Subject: Received, TAG ID#NSC 850

03/01/01 07:28 PM

FIG. 8B

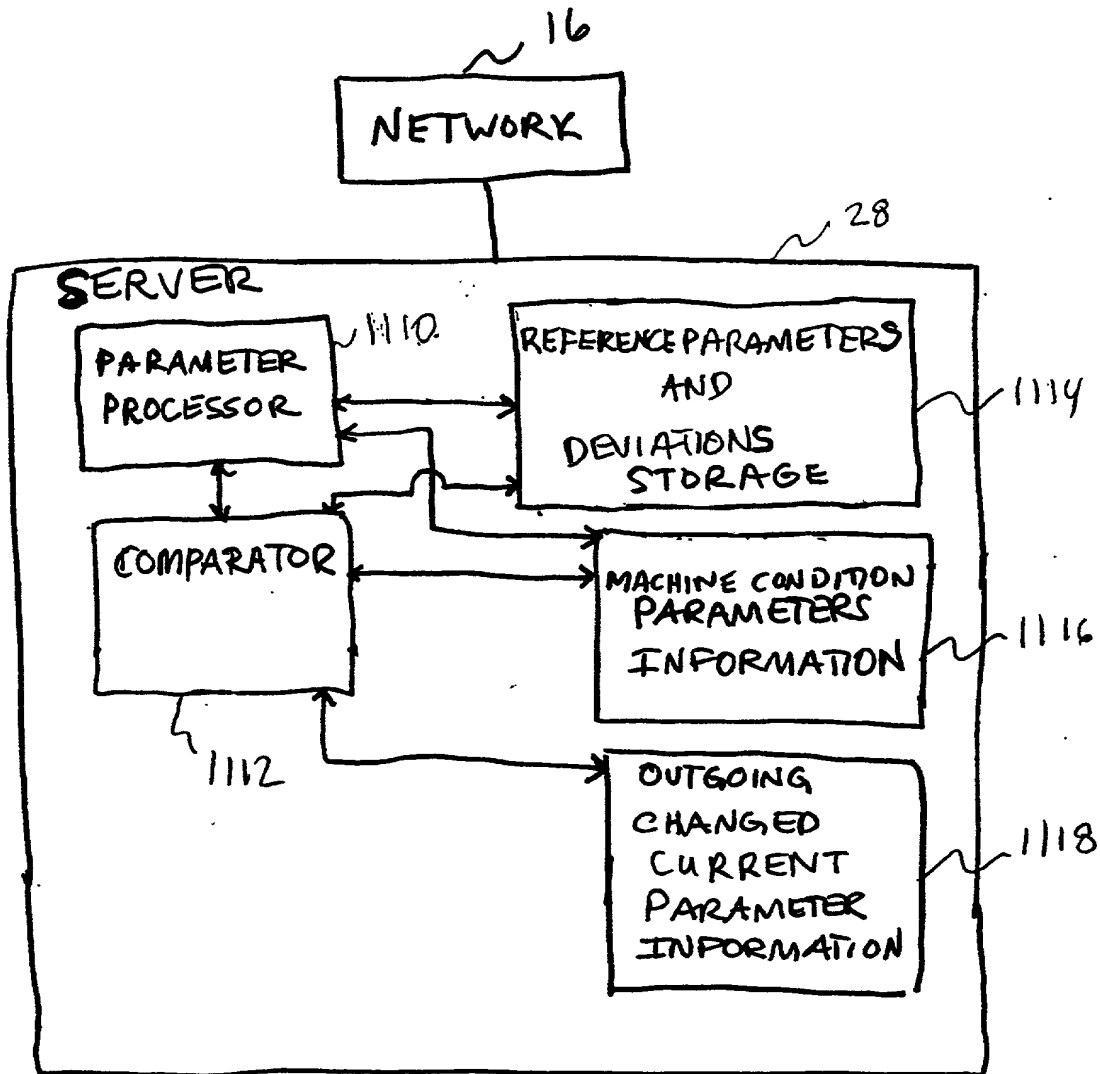


FIG. 9

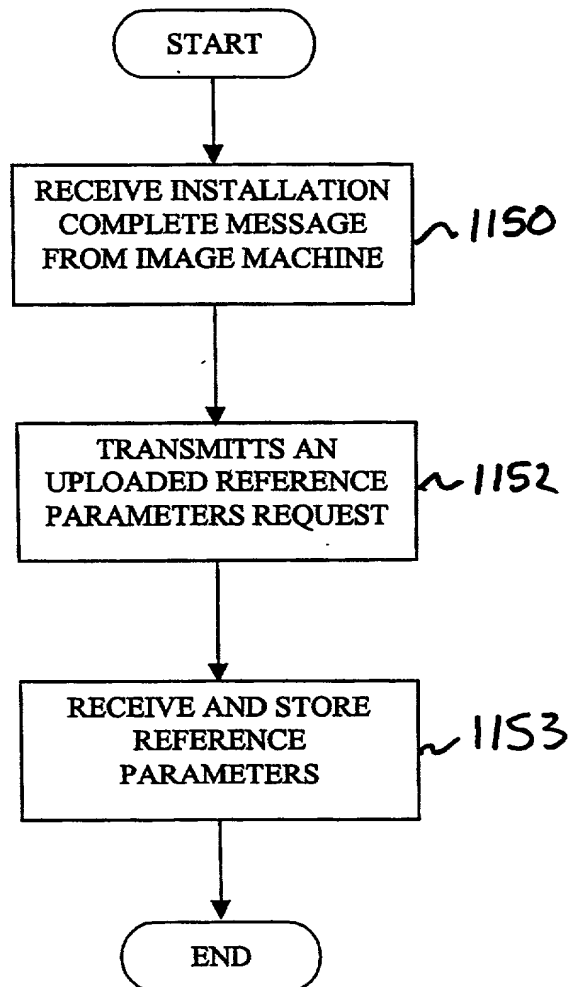


FIG. 10

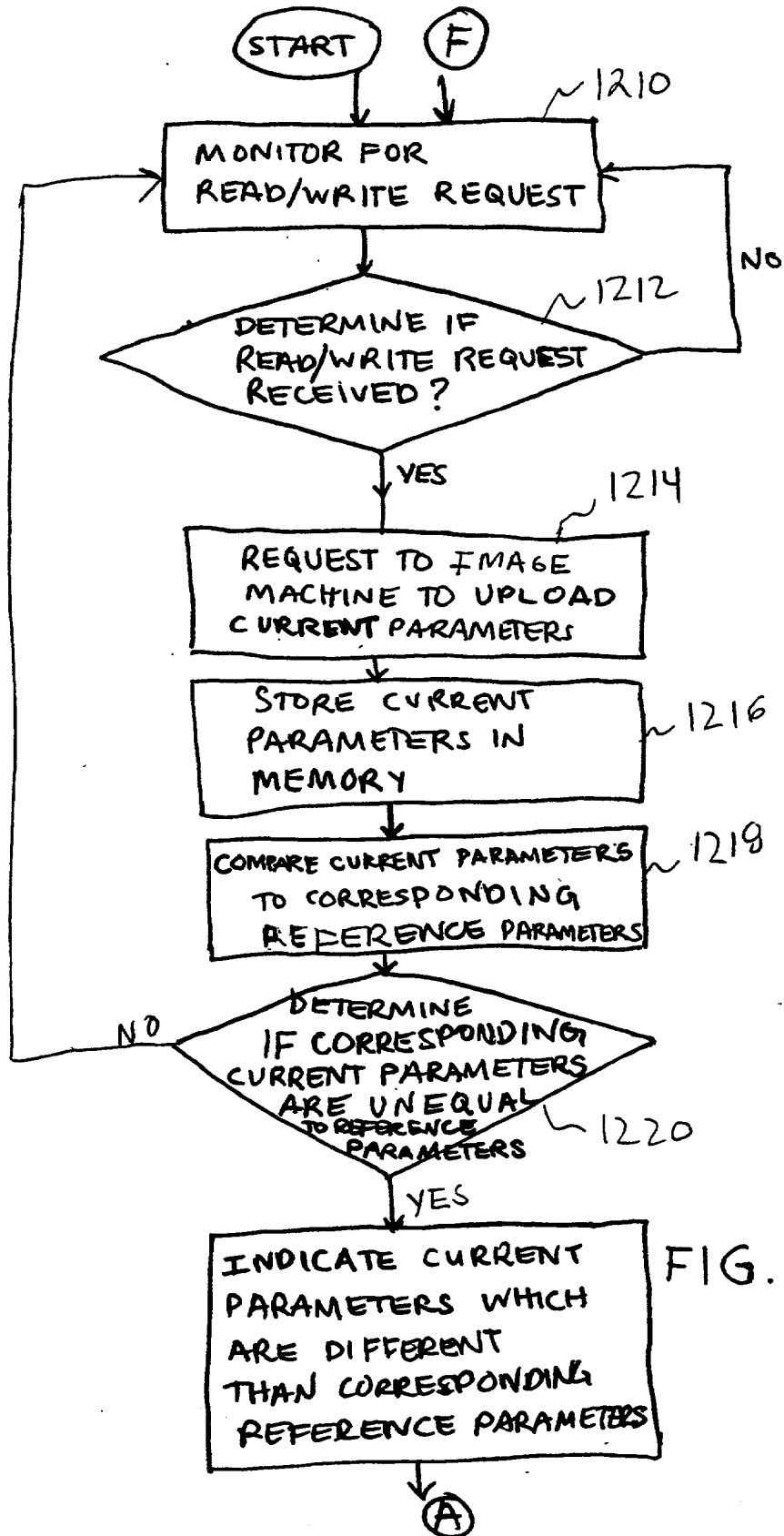
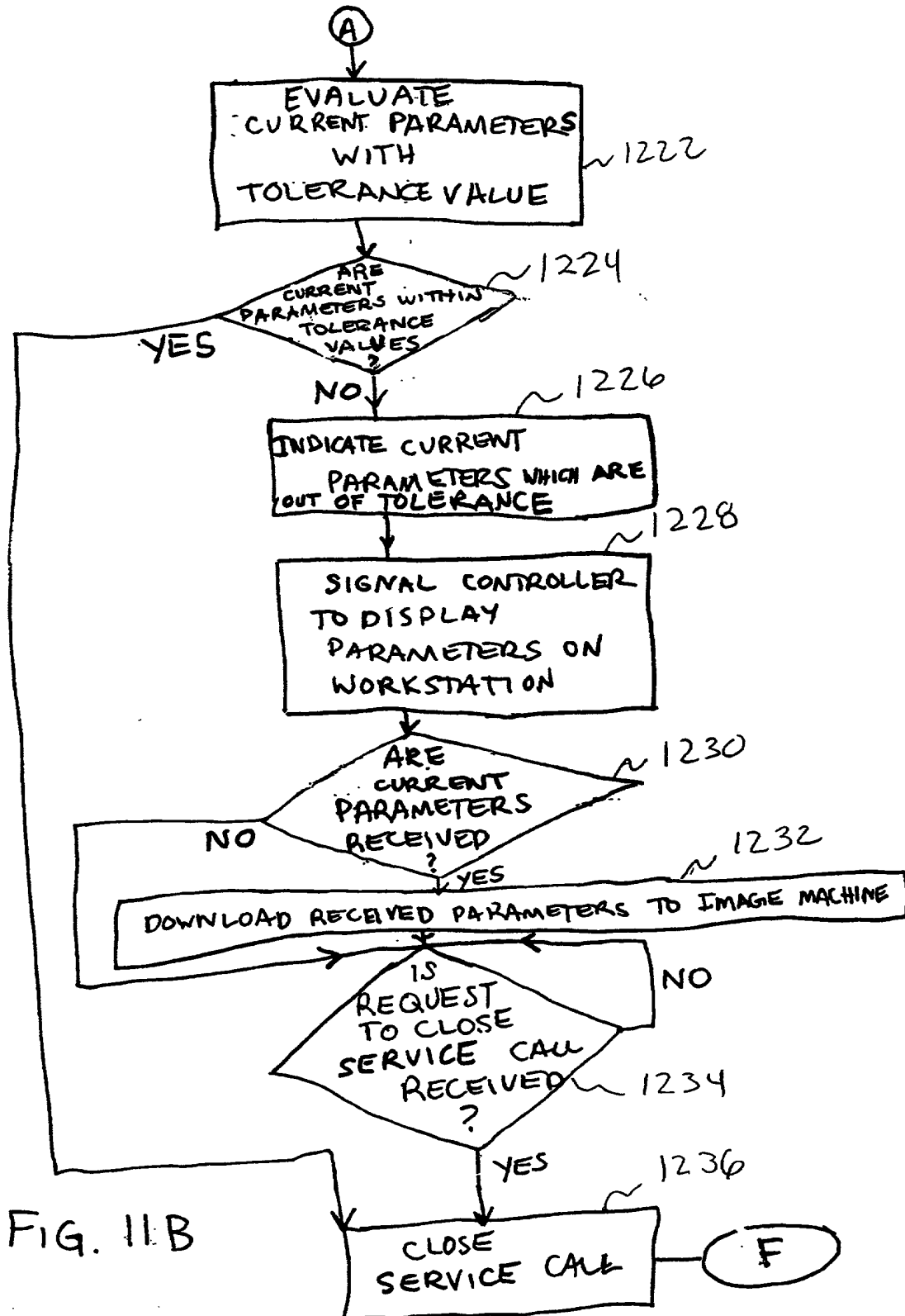


FIG. 11A



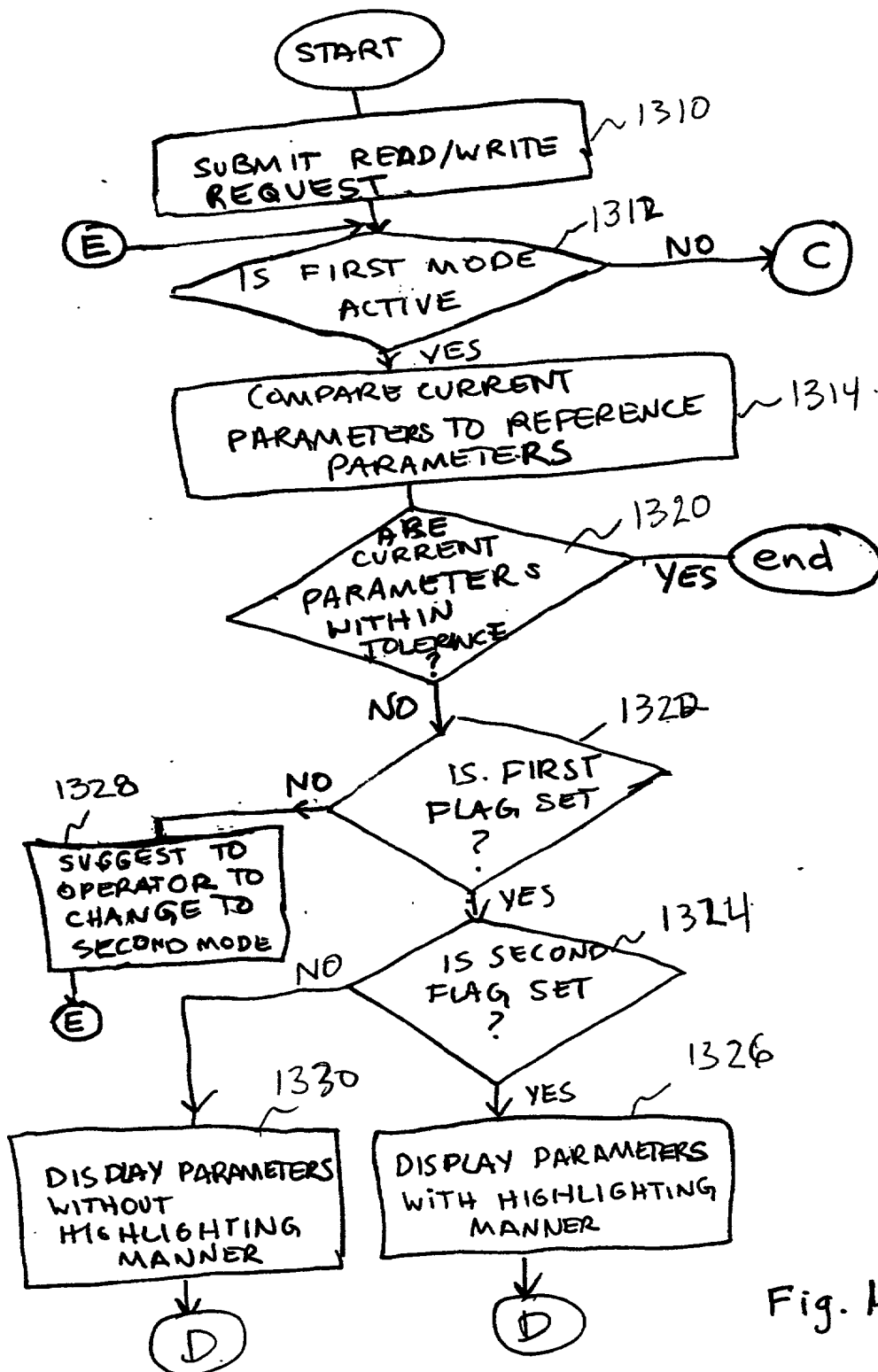


Fig. 12A

09986384 110301

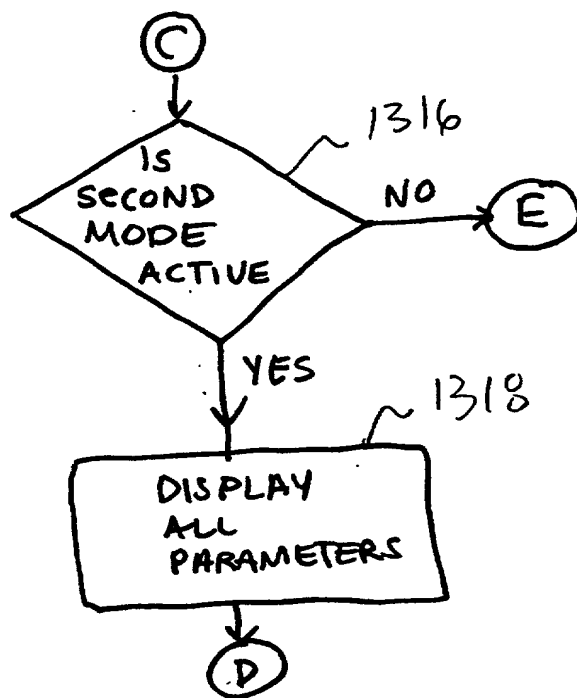


Fig. 12B

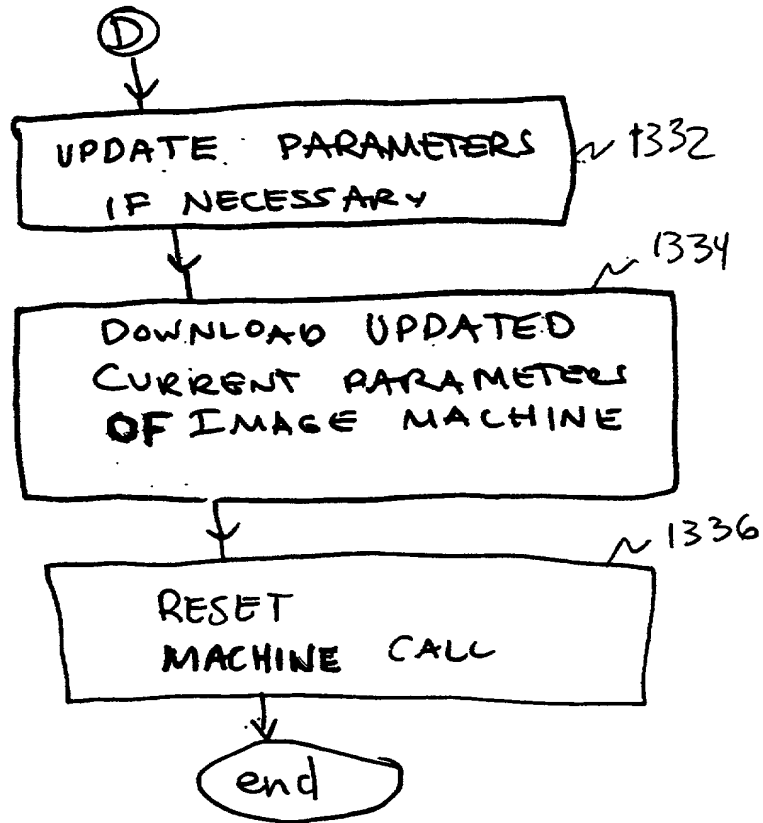


Fig. 12C

1400 →

CALL LIST									
SEQ	SO	CH-STMER	MODEL	machine notification call	CAUSE/ SOLUTION INPUT	LC LIST	CALL TIME RECEIVED	ELAPSED TIME	OPERATOR
1	1412	1414	1416	1418	1420	1422	1424	1428	1430
1	metro sales	office company 1	A 050	MC			12:00	00:30	Greg
2	metro sales	office company 2	A 050	SC			1:00	00:15	Joan
:									
n	metro sales	office company 2	A 000	TEL			3:15	00:42	Greg

FIG. 13

## CALL DETAIL

### Symptom, Cause and Solution

Symptom	Manual Call
Cause	
Solution	

~ 1510

### L-ADP/Copier Information

Date Received	03-02-2001 09:28
Customer	Ricoh
Installed Section	Floor
Contact	Tel
Model/Serial Number	Aficio850 / H3600300601
Particular Notes	
Tag ID	NSC 850
SO / SD	RC(TEST) / RC(TEST) Service

~ 1520

### Unsettled

SEQ	SC	Time Received	Elapsed Time
1	TEL	08:49	50:46

~ 1530

READ/WRITE

~ 1540

MACHINE CONDITION DATA

~ 1550

SERVICE CALL/JAMDATA

~ 1560

CALL HISTORY

~ 1570

LOOP TEST

~ 1580

EXECUTE

~ 1582

READ

~ 1584

↑ 1500

FIG. 14A

# SERVICE CALL AND JAM DATA

OBLON, SPIVAK, ET AL  
DOCKET #: 215760US28  
INV: Gregory WRIGHT  
SHEET 23 OF 40

## L-ADP/Copier Information

Date Received	03-02-2001 09:28
Customer	Ricoh
Installed Section	Floor
Contact	Tel
Model/Serial Number	Aficio850/ H3600300601
Particular Notes	
Tag ID	NSC 850
SO / SD	RC(TEST)/ RC(TEST) Service

## SC and Jam Data

No.	Item	Result
1	Machine Condition	2
2	SC Details	sp_wcom.c LINE:1288 VAL :-13
3	Total Paper Jams	0057
4	Total P.Jams by Tray 1	0002
5	Total P.Jams by Tray 2	0004
6	Total P.Jams by LCT(Tray 3)	0001
7	Total P.Jams by LCT Exit	0002
8	Total P.Jams by Registration	0006
9	Total P.Jams by Exit	0005
10	Total Original Jams	0079
11	Total P.Jams by Dup.Entrance	0005
12	Total P.Jams by Dup.Trans.3	0001
13	Total P.Jams by Inverter	0006
14	Total P.Jams by Fin.Entrance	0005
15	Total P.Jams by Fin. Exit	0001
16	Total P.Jams by Fin.Shift T	0006
17	Total P.Jams by Fin.Staple 1	0005
18	Total P.Jams by Fin.Staple 2	0007
19	Total P.Jams by Fin.Staple 3	0001
20	Total Orig'l Jams:ADF Feed	0070
21	Total Orig'l Jams:ADF Exit	0009
22	Total P.Jams by LT(S)	0048
23	Total P.Jams by Other Size	0002
24	Total P.Jams by DLT	0002
25	Total P.Jams by LG	0001
26	Total P.Jams by LT(L)	0004
27	P.Jams History:Latest 0	232632616
28	P.Jams History:Latest 1	232630278
29	P.Jams History:Latest 2	282630277

FIG.14B

# READ/WRITE IMAGE MACHINE DATA

## L-ADP/Copier Information

Date Received	02-27 -2001 10:27
Customer	Ricoh
Installed Section	Floor
Contact	Tel
Model/Serial Number	Aficio850/ H3600300601
Particular Notes	
Tag ID	NSC 850
SO / SD	RC(TEST)/ RC(TEST) Service

1610

## Read/Write Items

No.	Item	Standard	Tolerance	reference parameters	current parameters	New
1	L Edge Regist. Adj.PT:1001-1	+00	-90 +90	0.1	0.5	
2	L Edge Regist. Adj.DT:1001-2	+00	-90 +90	0	0	
3	S-to-S Regist. Adj.T1:1002-1	-15	-90 +90	-3.9	-3.9	
4	S-to-S Regist. Adj.T2:1002-2	-15	-90 +90	-2.7	-5	
5	S-to-S Regist. Adj.T3:1002-3	-15	-90 +90	-3		
6	S-to-S Regist. Adj.T4:1002-4	-25	-90 +90	-2		
7	S-to-S Regist. Adj.T5:1002-5	-25	-90 +90	-2		
8	S-to-S Regist. Adj.T6:1002-6	-25	-90 +90	-1.5		
9	S-to-S Regist. Adj.DT:1002-7	-30	-90 +90	-3.7		
10	FusingTemp.Adj.Stndby:1105-1	173/178	168 178	173	179	

1620a

FIG. 15A

1600

00586334 10304

1620b

11	C FusingTemp.Adj.	015	000 - 020	015	-5	
12	C FusingTemp.Adj.A4/LT :1105-4	010	000 - 020	+10	15	
13	C Web M.Cont'l Disp/Adj:1902-1	0	000 - 102	102		
14	C C.Corona Bals Adj. IA:2001-1	1000	0600 - 1300	1000		
15	C C.Corona Bals Adj. ID:2001-2	800	0600 - 1300	0800		
16	C Erase Mgn Adj.L-Edge :2101-1	25	00 - 90	0.25		
17	C Erase Mgn Adj.T-Edge :2101-2	25	00 - 90	0.23		
18	C Erase Mgn Adj.Left :2101-3	20	00 - 90	0.2		
19	C Erase Mgn Adj.Right :2101-4	20	00 - 90	0.27		
20	C Development Bias Adj.:2201-1	530	200 - 700	620		
21	C Toner Supply Mode Set:2208-1	0	0 - 1	0		
22	C Toner Supply Rate Set:2209-1	0800/1k	0100 - 2000	0800		
23	C Vref Manual Setting :2220	250	160 - 350	203		
24	C T.Current Adj.1stSide:2301-1	120/140	010 - 200	140		
25	C T.Current Adj.Thick :2301-2	120/140	010 - 200	120		
26	C T.Current Adj.OHP :2301-3	140/140	010 - 200	140		

Fig 15 B

1620C

27	C T.Current Adj.Transp.:2301-4	120/140	010 - 200	140	
28	C T.Current Adj.2ndSide:2301-5	120/140	010 - 200	120	
29	C T.Current Adj.Bet.P :2301-6	20	010 - 200	020	
30	C Cleaning Interval Set:2506-1	1	0 - 1	1	
31	C Cleaning Interval Adj:2506-2	030	001 - 100	030	
32	C Vcount Manual Setting:2906	097	040 - 240	0.96	
33	C ID Sensor Initial Set:3001-1	62	000 - 255	061	
34	C Scan.Sub Scan Mag.\ Adj.:4008	+0	-9 - +9	0	
35	C Scan.L-Edge Regist. Adj:4010	+00	-90 - +90	-0.7	
36	C Scan.S-to-S Regist. Adj:4011	+00	-60 - +60	-0.6	
37	C SBU Set:4902-25(Factory Use)	117	000 - 255	143	
38	C Paper Tray Priority Set(UT)	1	1 - 6	1	
39	C A.P.S. Priority Setting(UT)	0	0 - 1	0	
40	C A.I.D. Priority Setting(UT)	0	0 - 1	0	
41	C Panel Tone on/off Set(UT)	2	0 - 3	2	
42	C Preset R/E Retio Key1 (UT)	025	025 - 400	025	

FIG.15C

0986334 40301

1620D

43	Preset R/E Retio Key2 (UT)	050	025 - 400	050	
44	Preset R/E Retio Key3 (UT)	065	025 - 400	065	
45	Preset R/E Retio Key4 (UT)	073	025 - 400	073	
46	Preset R/E Retio Key5 (UT)	078	025 - 400	078	
47	Preset R/E Retio Key6 (UT)	085	025 - 400	085	
48	Preset R/E Retio Key7 (UT)	093	025 - 400	093	
49	Preset R/E Retio Key8 (UT)	121	025 - 400	121	
50	Preset R/E Retio Key9 (UT)	129	025 - 400	129	
51	Preset R/E Retio Key10 (UT)	155	025 - 400	155	
52	Preset R/E Retio Key11 (UT)	200	025 - 400	200	
53	Preset R/E Retio Key12 (UT)	400	025 - 400	400	
54	Copy Count up/down Set(UT)	0	0 - 1	0	
55	Tray 1:Paper Type Set (UT)	0	0 - 2	0	
56	Tray 2:Paper Type Set (UT)	0	0 - 4	0	
57	Tray 3:Paper Type Set (UT)	0	0 - 4	0	
58	Tray 4:Paper Type Set (UT)	0	0 - 7	0	

FIG 15D

0598E33# 43304

1620E

59	C Tray 5:Paper Type Set (UT)	0	0 - 7	0	
60	C Tray 6:Paper Type Set (UT)	0	0 - 4	0	
61	C Max.Copy Quantity Set(UT)	9999	0001 - 9999	9999	
62	C Tray 1:Paper Size Set (UT)	005	000 - 255	038	
63	C Tray 2:Paper Size Set (UT)	005	000 - 255	166	
64	C Tray 3:Paper Size Set (UT)	005	000 - 255	160	
65	C Tray 6:Paper Size Set (UT)	005	000 - 255	038	
66	C System Reset Timer Set(UT)	060	000 - 999	060	
67	C Copy Reset Timer Set(UT)	060	000 - 999	060	
68	C Panel Off Timer Setting(UT)	060	000 - 999	999	
69	C Auto Tray Switching Set(UT)	0	0 - 2	0	
70	C A3/DLT Double Count Set:5104	0	0 - 1	0	
71	C Border Erase Width Set(UT)	03	01 - 20	04	
72	C Combine Orig.Shadow Erase	0	0 - 1	0	
73	C Center Erase width Set(UT)	03	01 - 20	04	
74	C 1-2Dup.Auto Margin Adj.Set	0	0 - 1	1	

FIG. 15E

1620F

75	<input type="checkbox"/> Disable Copying:SP5118	0	0 - 1	0	
76	<input type="checkbox"/> Date/Time Set(y;m;d;h;m;w)		***** - *****	2001022711332	
77	<input type="checkbox"/> SetWeeklyTimer:SUN:ON (h;m)	9999	0000 - 9999	9999	
78	<input type="checkbox"/> SetWeeklyTimer:SUN:OFF (h;m)	9999	0000 - 9999	9999	
79	<input type="checkbox"/> SetWeeklyTimer:MON:ON (h;m)	9999	0000 - 9999	9999	
80	<input type="checkbox"/> SetWeeklyTimer:MON:OFF (h;m)	9999	0000 - 9999	9999	
81	<input type="checkbox"/> SetWeeklyTimer:TUE:ON (h;m)	9999	0000 - 9999	9999	
82	<input type="checkbox"/> SetWeeklyTimer:TUE:OFF (h;m)	9999	0000 - 9999	9999	
83	<input type="checkbox"/> SetWeeklyTimer:WED:ON (h;m)	9999	0000 - 9999	9999	
84	<input type="checkbox"/> SetWeeklyTimer:WED:OFF (h;m)	9999	0000 - 9999	9999	
85	<input type="checkbox"/> SetWeeklyTimer:THU:ON (h;m)	9999	0000 - 9999	9999	
86	<input type="checkbox"/> SetWeeklyTimer:THU:OFF (h;m)	9999	0000 - 9999	9999	
87	<input type="checkbox"/> SetWeeklyTimer:FRI:ON(h;m)	9999	0000 - 9999	9999	
88	<input type="checkbox"/> SetWeeklyTimer:FRI:OFF (h;m)	9999	0000 - 9999	9999	
89	<input type="checkbox"/> SetWeeklyTimer:FRI:ON(h;m)	9999	0000 - 9999	9999	
90	<input type="checkbox"/> SetWeeklyTimer:FRI:OFF (h;m)	9999	0000 - 9999	9999	

FIG. 15F

0936334 40301

1620G

91	C Key Op.Code Setting(UT)		***** - *****		
92	C Auto Off On/Off Set(SP)	0	0 - 1	0	
93	C Auto Off Timer Setting(UT)	90	001 - 240	240	
94	C C:User Code On/Off Set(UT)	0	0 - 1	0	
95	C C:Key Counter On/Off Set(UT)	0	0 - 1	0	
96	C Not Used	0	0 - 1	0	
97	C P:User Code On/Off Set(UT)	0	0 - 1	0	
98	C P:Key Counter On/Off Set(UT)	0	0 - 1	0	
99	C Not Used	0	0 - 1	0	
100	C PM Alarm Interval Set:5501	0	000 - 999	000	
101	C Jam Alarm Level Set:5504-1	3	0 - 3	3	
102	C SC Alarm Level Set:5505	30	000 - 255	030	
103	C Not Used (Consumable Alarm)	0	***** - *****	0	
104	C Not Used (Consumable Alarm)	0	***** - *****	0	
105	C Not Used (Consumable Alarm)	0	***** - *****	0	
106	C Not Used (Consumable Alarm)	01000	00250 - 10000	01000	

FIG 15G

09306364 10899

FIG. 15H

1620I

123	<input type="radio"/> Service Phone Number:5812-1		***** - *****	00-0000-0000	
124	<input type="radio"/> Not Used (Consumable Alarm)	0	***** - *****	0	
125	<input type="radio"/> Not Used (Consumable Alarm)	0	***** - *****	0	
126	<input type="radio"/> Not Used (Consumable Alarm)	0	***** - *****	0	
127	<input type="radio"/> Not Used (Consumable Alarm)	0	***** - *****	0	
128	<input type="radio"/> Not Used (Consumable Alarm)	0	***** - *****	0	
129	<input type="radio"/> Not Used (Consumable Alarm)	0	***** - *****	0	
130	<input type="radio"/> SADF Auto Reset Timer(UT)	10	03 - 99	10	
131	<input type="radio"/> Staple Position Adj.:SP6105	+00	-35 - +35	0	
132	<input type="radio"/> Total Counter		0000000 - 9999999	0231033	
133	<input type="radio"/> Not Used (GPC Counter)		0000000 - 9999999	0035303	

FIG 15 I

0953334 1 0300

# MACHINE CONDITION DATA

OBLON, SPIVAK, ET AL  
DOCKET #: 215760US28  
INV: Gregory WRIGHT  
SHEET 33 OF 40

## L-ADP/Copier Information

Date Received	03-02-2001 09:28
Customer	Ricoh
Installed Section	Floor
Contact	Tel
Model/Serial Number	Aficio850/ H3600300601
Particular Notes	
Tag ID	NSC 850
SO / SD	RC(TEST)/ RC(TEST) Service

~1720

## State Info.

No.	Item	Result
1	Paper End:P.LCT(Tray 3)	1
2	Machine Condition	2
3	SC Details	sp_wcom.c LINE:1288 VAL :-13
4	Paper Size:Tray 1	26
5	Paper Size:Tray 2	A4
6	Paper Size:Tray 3	A0
7	Paper Size:LCT(Tray 1)	26
8	Paper Size:LCT(Tray 2)	26
9	Paper Size:LCT(Tray 3)	26
10	Configuration:ADF	2
11	Configuration:Finisher	1
12	Configuration:Printer Kit	1
13	Configuration:Scanner Kit	1
14	Configuration:LCT	1

~1730

## Jam History

No.	Item	Result
1	Total Paper Jams	0057
2	Total P.Jams by Tray 1	0002
3	Total P.Jams by Tray 2	0004
4	Total P.Jams by LCT(Tray 3)	0001
5	Total P.Jams by LCT Exit	0002
6	Total P.Jams by Registration	0006
7	Total P.Jams by Exit	0005
8	Total Original Jams	0079
9	Total P.Jams by Dup.Entrance	0005
10	Total P.Jams by Dup.Trans.3	0001
11	Total P.Jams by Inverter	0006
12	Total P.Jams by Fin.Entrance	0005

~1740A

FIG. 16A

13	Total P.Jams by Fin. Exit	0001
14	Total P.Jams by Fin.Shift T	0006
15	Total P.Jams by Fin.Staple 1	0005
16	Total P.Jams by Fin.Staple 2	0007
17	Total P.Jams by Fin.Staple 3	0001
18	Total Orig'l Jams:ADF Feed	0070
19	Total Orig'l Jams:ADF Exit	0009
20	Total P.Jams by LT(S)	0048
21	Total P.Jams by Other Size	0002
22	Total P.Jams by DLT	0002
23	Total P.Jams by LG	0001
24	Total P.Jams by LT(L)	0004
25	P.Jams History:Latest 0	232632616
26	P.Jams History:Latest 1	232630278
27	P.Jams History:Latest 2	282630277
28	P.Jams History:Latest 3	692629913
29	P.Jams History:Latest 4	162629488
30	P.Jams History:Latest 5	282629120
31	P.Jams History:Latest 6	692626033
32	P.Jams History:Latest 7	352625442
33	P.Jams History:Latest 8	290018214
34	P.Jams History:Latest 9	292618213
35	Orig'l Jams History:Latest 0	032636226
36	Orig'l Jams History:Latest 1	032632102
37	Orig'l Jams History:Latest 2	032631464
38	Orig'l Jams History:Latest 3	032626880
39	Orig'l Jams History:Latest 4	040525489
40	Orig'l Jams History:Latest 5	030018781
41	Orig'l Jams History:Latest 6	032618694
42	Orig'l Jams History:Latest 7	032618667
43	Orig'l Jams History:Latest 8	032616667
44	Orig'l Jams History:Latest 9	032605030

1740B

#### Counters

No.	Item	Result
1	No.of Scans	0038125
2	Total Copy Counter	00236302
3	Total Print Counter	00105878
4	Not Used (GPC)	00035303
5	Not Used (GPC)	00035358
6	Total Copies by Size:LT(S)	0128095

1750A

Fig. 16 B

09586334 13304

1750 B

FIG. 16C

48	T.Copies by ADF	0122251
49	T.Copies by 2-side Original	0020899
50	T.Copies by Interrupt	0000360
51	T.Copies by Combine-1side	0000069
52	T.Copies by Combine-2side	0000070
53	T.Copies by Booklet Mode	0000004
54	T.Copies by Magazine Mode	0000010
55	T.Copies by Page Numbering	0000030

~ 1750C

# Operation Time

No.	Item	Result
1	Operation Time(Min.)	0078
2	PM Parts Level:Developer	6
3	(PM):Oil Supply/Cleaning Web	7
4	(PM):Web Cleaning Roller	3
5	(PM):Pressure Roller	3
6	(PM):PR Cleaning Roller	3
7	(PM):HR Stripper	3
8	(PM):Dev. Filter	7
9	(PM):Toner Filter(center)	5
10	(PM):Toner Filter(front)	5
11	(PM):1st Feed Roller	3
12	(PM):1st Pick-up Roller	3
13	(PM):1st Sep. Roller	3
14	(PM):Transfer Belt	5
15	(PM):Trsf Belt C. Blade	5
16	(PM):Dust Filter	7
17	(PM):Cleaning Blade	7
18	(PM):Cleaning Brush	7
19	(PM):Grid Plate	6
20	(PM):Charge Corona Wire	6
21	(PM):Wire Cleaner	6
22	(PM):Cushion C. Corona wire	6
23	(PM):Pick-off Pawls	7
24	(PM):ADF Transport Belt	3
25	(PM):ADF Separation Roller	3
26	(PM):ADF Feed Belt	3
27	(PM):ADF Pick-up Roller	3
28	(PM):LCT 3rd Feed Roller	2
29	(PM):LCT 3rd Pick-up Roller	2
30	(PM):LCT 3rd Sep. Roller	2

~ 1760A

FIG. 16D

31	(PM):Reserved Area 1	Z
32	(PM):Reserved Area 2	Z
33	(PM):Reserved Area 3	Z

~1760B

#### SC History

No.	Item	Result
1	Total SC Counter	0021
2	No.of SC310	01
3	No.of SC312	01
4	No.of SC321	01
5	No.of SC352	01
6	No.of SC630	07
7	No.of SC640	03
8	No.of SC643	02
9	No.of SC738	02
10	No.of SC990	03

~1770

#### Sensor Output, ROM Ver., Etc

No.	Item	Result
1	No. of Registered Program	00
2	Fusing Temperature(C)	174
3	TD Sensor Output:Vt	2.09
4	ID Sensor Output:Vsg	4.05
5	ID Sensor Output:Vsp	0.41
6	APS Sensor Output Display	00000000
7	HDD1 Bad Sector:Total	00
8	HDD1 Bad Sector:Copy	00
9	HDD1 Bad Sector:Printer	00
10	HDD1 Bad Sector:Copy Server	00
11	HDD2 Bad Sector:Total	00
12	HDD2 Bad Sector:Copy	00
13	HDD2 Bad Sector:Printer	00
14	HDD2 Bad Sector:Copy Server	00
15	ROM Version:SICU	A2945604P
16	ROM Version:BCU	A2945264P
17	ROM Version:Concorde(PI)	A2325372C
18	ROM Version:HDC	A2945144
19	ROM Version:Scanner	A2945057C
20	ROM Version:ADF	B3015562D
21	ROM Version:Finisher	B3025103G

~1780A

FIG. 16E

22	Not Used(ROM Version:RMC)	B3275141
23	ROM Version:Printer	

~1780B

**Copy Counter by User Code**

No.	Item	Result
-----	------	--------

~1790

**Not Used**

No.	Item	Result
-----	------	--------

~1792

**Alarm Info.**

No.	Item	Result
-----	------	--------

~1794

**SC Info.**

No.	Item	Result
-----	------	--------

~1796

**Read/Write Change Info.**

No.	Item	Result
-----	------	--------

~1798

FIG. 16 F

1800

### Customer Information

Customer	
Division/Department/Section	
Copier Administration	
Address	
City/State/ZIP/Country	

1810

### L-ADP Information

S/N Prefix and Serial Number	A755-		
L-ADP Phone Number			
Dialing Info	Dial Type	<input checked="" type="radio"/> Tone <input type="radio"/> Pulse(20pps) <input type="radio"/> Pulse(10pps)	
	Redialing	Register: 9, 18007426449	Redial Interval Time:
		60	Redial Frequency: 2

~1820

### Copier0 Information

S/N Prefix and Serial Number		Device Code: 0
Installed Section		Floor: 1
Tag ID		
Contact		Tel: 1
SO/SD	SO: 1	SD: 1
M/R Date		
Particular Notes		
M/R Information		
Installation Date		

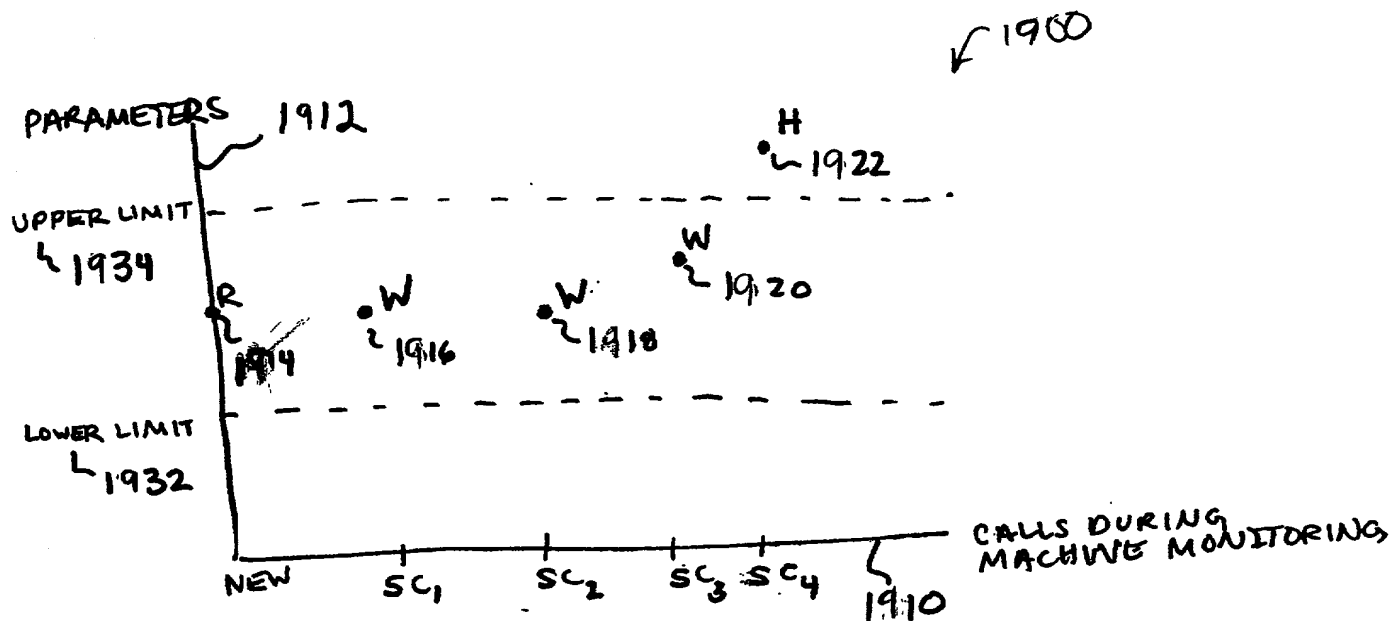
1830

### CopierN Information

S/N Prefix and Serial Number		Device Code: 1
Installed Section		Floor: 1
Tag ID		
Contact		Tel: 1
SO/SD	SO: 1	SD: 1
M/R Date		

FIG. 17

0958334 43801



R = reference value (after test copying for installing copier)  
W = display on screen without highlight  
H = display on screen with highlight in first mode.

Fig. 18